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## UNITED STATES MISSION -BOGOTA

# VACANCY ANNOUNCEMENT

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**Job Vacancy**

February 12, 2004

**OPEN TO:** All Interested Candidates

**POSITION:** **TELEPHONE OPERATOR/RECEPTIONIST  
(C-515)**

**CLOSING DATE:** **Thursday, FEBRUARY 26, 2004**

**WORK HOURS:** Full time; 40 hours/week

**SALARY:** FSN/PSC – 4 – Col. Ps. \$15,382,461.00

**TO APPLY**

- If you meet all the requirements for this position, please submit a Foreign National Employment application form.
- Applicants may attach copies of any other documentation (e.g. essays, certificates, awards, degrees earned) that addresses the qualification requirements of the position as listed below.

**You must request an application form at the Embassy receptionist or you may print it out by accessing the Embassy web page: <http://usembassy.state.gov/Colombia> under "La Embajada" > "La Oficina de Recursos Humanos".**

**SUBMIT APPLICATION TO:**

American Embassy  
Human Resources Office  
Attention: Recruitment Unit  
**Diagonal 22D Bis No. 47-51**

- Embassy employees must submit the employment application to the Human Resources Office receptionist.
- Outside applicants must submit the employment application to the Embassy receptionist.

**APPLICATIONS WILL NOT BE RETURNED. APPLICANTS SHOULD KEEP A COPY FOR THEIR FILES TO APPLY FOR UPCOMING VACANCIES.**

### **PROFILE OF THE POSITION**

The U.S. Embassy in Bogota is seeking an individual for the position of Telephone Operator/Receptionist in the USAID (United States Agency for International Development).

### **BASIC FUNCTIONS OF POSITION**

This position is located in the Executive Office, USAID/Colombia, Bogota. The primary purpose of this position is to serve as the Mission's sole Telephone Operator. Answers incoming calls putting through to individuals, provides information based on own knowledge, obtains and provides information or arranges for the caller to speak with a knowledgeable person at a subsequent time or day. On request, places local and long-distance telephone calls, including international calls. Traces and locates individuals at the request of all USAID staff for the purposes of official business. Keeps records of long-distance calls placed segregating by personal and official and makes periodic reports. Serves also as a receptionist for the Mission, directing visitors to the appropriate Office, SO Team or individual and/or providing information on the functions of the various elements of the Mission.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

#### **A. Telephone Operator Duties**

1. Serves as the Mission's sole Telephone Operator. Answers all incoming calls at the Mission's switchboard and puts through any intended for a particular individual or extension. In those instances where the telephone inquiry concerns a program, project, function or service, determines the precise nature of the inquiry and either puts through the call or calls the Office, Strategic Objective (SO) Team or individual to obtain information on technical questions to relay to the caller. When an individual called is unavailable, ascertains whether another staff member can deal with the inquiry and, if so, puts the call through to that individual. At times, arranges for the caller to speak with a knowledgeable person at a subsequent time or day.

2. On request, places local and long-distance telephone calls, including international calls. Traces and locates individuals at the request of all USAID staff for the purposes of official business. Keeps records of long-distance calls placed segregating by personal and official. Makes periodic reports to each Office on such calls.

#### B. Receptionist Duties

1. Greets visitors to the USAID building. Inquires as to which individual, Team or Office the visitor is seeking admission. When the staff member's name is not known, ascertains the function of the Mission member or the nature of the visitor's business. Phones the individual or office to which admittance is sought, or in the case of VIPs who would appropriately be directed to the Mission Director's Office, phones the Director's Secretary who will escort the visitor.

2. Provides information to visitors who are unsure as to which staff member they want to see, on the organization, programs and/or functions of the Mission based on personal knowledge and the Mission directory. Phones the office or individual and arranges for escorts when permission for their entry is received.

3. Requires that all non-employees' packages or briefcases be opened for inspection prior to granting access to the Building.

#### C. Reporting and Logging

Collects and organizes data on personal phone calls and faxes for the preparation of Bills of Collection by FMO. Prepares other reports on request. Performs other miscellaneous related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

**Note: Candidates who do not meet these required qualifications will not be considered.**

a. Education: Completion of secondary school is required.

b. Prior Work Experience: One and one-half to two years of experience in clerical, telephone operator or related duties is required.

c. Language Proficiency: Level III (fluent) English and equivalent Spanish are required .

d. Knowledge: Must have a good working knowledge of local and long distance telephone procedures and techniques, a thorough knowledge of the organization, functions and personnel of the Mission.

e. Abilities and Skills: Must have tact in dealing with telephone callers. Must be able to locate phone numbers from the local telephone directory, be able to make international and local long distance calls. Must have typing and word processing skills.

**DESIRED QUALIFICATIONS:**

Prior Work Experience: At least one year of experience with the U.S. Government is highly desirable.

Knowledge: A good working knowledge of the structure of the host government, other donors and NGOs in the area is highly desirable.

**ADDITIONAL INFORMATION:**

Post Entry Training: On-the-job training in functions of different Mission Offices, current projects and programs, computer word processing and other applications.

**ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.

**APPLICATIONS MUST BE RECEIVED IN THE EMBASSY BY:  
02/26/04**

DISTRIBUTION: "BB"

